

CLAIMS

1. A parts retrieving system including a server and a user terminal capable of communicating with each other through a network,

said server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including picture data of said products and said parts;

retrieve means for retrieving from said product-parts data base, product picture data responding to product specifying information transmitted from said user terminal for specifying a product relating to parts to be retrieved, parts group picture data responding to parts group indicating information transmitted from said user terminal for indicating a required parts group, and parts data responding to parts indicating information transmitted from said user terminal for indicating parts to be retrieved; and

server side transmission means for transmitting said product picture data, said parts group picture data and said parts data retrieved by said retrieve means to said user terminal,

said user terminal comprising:

display means for displaying said product picture data, said parts group picture data and said parts data transmitter from said server side transmission means on a display surface; and

user side transmission means for transmitting said product specifying information, said parts group indicating information and said parts indicating information to said server.

2. A parts retrieving system including a server and a user terminal capable of communicating with each other through a network,

said server comprising:

a product-parts data base having complete data of

products and parts recorded so as to be retrieved including picture data of said products and said parts;

retrieve means for retrieving from said product-parts data base, product picture data responding to product specifying information transmitted from said user terminal for specifying a product relating to parts to be retrieved, enlarged picture data responding to enlarged picture indicating information transmitted from said user terminal for indicating a required portion of said product picture, parts group picture data responding to parts group indicating information transmitted from said user terminal for indicating a required parts group, and parts data responding to parts indicating information transmitted from said user terminal for indicating parts to be retrieved; and

server side transmission means for transmitting said product picture data, said enlarged picture data, said parts group picture data and said parts data retrieved by said retrieve means to said user terminal,

said user terminal comprising:

display means for displaying said product picture data, said enlarged picture data, said parts group picture data and said parts data transmitted from said server side transmission means on a display surface; and

user side transmission means for transmitting said product specifying information, said enlarged picture indicating information, said parts group indicating information and said parts indicating information to said server.

3. A server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including picture data of said products and said parts;

retrieve means for retrieving from said product-parts data base, product picture data responding to product specifying information transmitted from a user terminal through a network for specifying a product relating to parts to be

retrieved, parts group picture data responding to parts group indicating information transmitted from said user terminal through said network for indicating a required parts group, and parts data responding to parts indicating information transmitted from said user terminal through said network for indicating parts to be retrieved; and

transmission means for transmitting said product picture data, said parts group picture data and said parts data retrieved by said retrieve means to said user terminal.

4. A server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including picture data of said products and said parts;

retrieve means for retrieving from said product-parts data base, product picture data responding to product specifying information transmitted from a user terminal through a network for specifying a product relating to parts to be retrieved, parts group picture data responding to parts group indicating information transmitted from said user terminal through said network for indicating a required parts group, and parts data responding to parts indicating information transmitted from said user terminal through said network for indicating parts to be retrieved;

transmission means for transmitting said product picture data, said parts group picture data and said parts data retrieved by said retrieve means to said user terminal;

order sheet transmitting means for transmitting an order sheet to said user terminal responding to order requirement transmitted from said user terminal; and

order accepting means for accepting said order sheet with said retrieved parts data wrote in transmitted from said user terminal.

5. A server comprising:

a product-parts data base having complete data of products and parts so as to be retrieved including picture data of said products and said parts;

a customer data base with data of customers recorded;
retrieve means for retrieving, from said customer data base and said product-parts data base, product picture data responding customer information transmitted from a user terminal through a network, and retrieving from said product-parts data base, parts group picture data responding to parts group indicating information transmitted from said user terminal for indicating required parts group relating to parts to be retrieved, and parts data responding to parts indicating information transmitted from said user terminal for indicating parts to be retrieved; and

transmission means for transmitting said product picture data, said parts group picture data and said parts data retrieved by said retrieve means to said user terminal in a mode that said data can be displayed at said user terminal.

6. A server as claimed in claim 3, 4 or 5, wherein said product-parts data base includes complete data of products and parts comprising a parts list and a service manual.

7. A user terminal comprising:

access means for obtaining access to a server having product-parts data base with complete data of products and parts recorded so as to be retrieved including picture data of said products and said parts;

display means for displaying product picture data, parts group picture data and parts data transmitted from said server on a display surface;

transmitting means for transmitting product specifying information for specifying product picture to be displayed by said display means, parts group indicating information for indicating required portion of said displayed product picture and parts indicating information for indicating required parts of said displayed parts group picture to said server.

8. A record medium housing a program for controlling a computer so that:

said computer responds to product specifying information relating to parts to be retrieved transmitted from a user

terminal through a network and retrieve, from a product-parts data base having complete data of products and parts recorded so as to be retrieved including picture data of said products and said parts, corresponding product picture data to transmit said product picture data;

said computer responds to information indicating a required portion of said transmitted product picture data and retrieves from said product-parts data base parts group picture data of said indicated portion to transmit said parts group picture data; and

said computer responds to information indicating parts in said transmitted parts group picture data and retrieves from said product-parts data base parts data of said indicated parts to transmit said parts data.

9. A maintenance materials retrieving system including a server and a user terminal capable of communicating with each other through a network,

said server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including maintenance materials relating to a maintenance method;

retrieve means for retrieving from said product-parts data base parts data and maintenance data relating to parts corresponding to parts specifying information transmitted from said user terminal for specifying said parts; and

server side transmission means for transmitting said maintenance data retrieved by said retrieve means to said user terminal,

said user terminal comprising:

display means for displaying said maintenance data transmitted by said server side transmission means on a display surface; and

user side transmission means for transmitting said parts specifying information to said server.

10. A maintenance materials retrieving system as claimed in claim 9, wherein said maintenance data include degree

of difficulty of work.

11. A maintenance materials retrieving system as claimed in claim 9, wherein said maintenance data include information of maintenance shops.

12. A maintenance materials retrieving system as claimed in claim 9, wherein said product-parts data base includes complete data of products and parts comprising parts lists and service manuals.

13. A server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including maintenance materials relating a maintenance method;

retrieve means for retrieving from said product-parts data base parts data and maintenance data relating to parts corresponding to parts specifying information transmitted from a user terminal through a network for specifying said parts; and

server side transmission means for transmitting said maintenance data retrieved by said retrieve means to said user terminal.

14. A server comprising:

a product-parts data base having complete data of products and parts recorded so as to be retrieved including maintenance materials relating a maintenance method;

storage means for storing a history of retrieves of parts carried out by a user;

retrieve means for retrieving from said product-parts data base maintenance data relating to parts corresponding to parts selecting information transmitted from a user terminal through a network for selecting said parts from said history of retrieves; and

server side transmission means for transmitting said maintenance data retrieved by said retrieve means to said user terminal.

15. A user terminal comprising:

access means for obtaining access to a server through a

network;

transmission means for transmitting parts specifying information to said server; and

display means for displaying maintenance data transmitted from said server,

said server comprising product-parts data base having complete data of products and parts recorded so as to be retrieved including maintenance materials relating to a maintenance method.

16. A user terminal as claimed in claim 15 having print means for printing picture of said maintenance data displayed by said display means.

17. A record medium housing a program for controlling a computer so that parts specifying information transmitted from a user terminal through a network is received, and corresponding parts data and maintenance data are retrieved based on said transmitted parts specifying information from a product-parts data base having complete data of products and parts recorded so as to be retrieved including maintenance materials relating to a maintenance method.